

IMPROVING DMISA CUSTOMER SERVICE SESSION

1. The following provides a summary of the opening comments of the panelists:

Frank Cosby. If you've worked in interservicing, you know it's challenging. We have plenty of dedicated people in this program, but we're always getting new people, both in the program itself, and in the program offices. MISOs and MICOs need to professionally and diplomatically function as referees. MISMOs need to be available to help when needed. Our mission is to support the war fighter, and we can do it if we work as a team.

Curt Aussicker. In his area, the environment is changing. The interservicing workload that he's responsible for has tripled due to BRAC, and he's having a hard time keeping up with it. We must communicate and be able to forgive if somebody makes a mistake. We must also document lessons learned.

Bill Jimenez. As an Agent, he strives for good rapport and communication with the Army and Air Force. His biggest problem is poor forecasting for material support. He recognizes that other Services and depots also have these same problems.

Sally Rake. We need to stress communication. For example, IMACS holds weekly conference calls. We need to remember that our mission is to make this program work for the people in the field.

Carolyn Gsell. She noted that she is new to this community, but she's already heard that communication between Agents and Principals has improved. Working with the legacy systems of the other Services has been a challenge. Her co-workers are not too happy with IMACS. Since IMACS is not fully implemented, they are having to duplicate work. She recognized that she should start participating in the weekly IMACS conference calls.

2. Input generated by the questions on the DMISA Survey and as discussed during the session.

Question: What can an Agent or depot do to promote DMISA customer satisfaction?

- Answers: - Identify points of contact within the Principal's organization
- Insure DMISA assets are placed in appropriate customer accounts upon receipt. If assets are not marked correctly, they will be put into the Agent Service's account, not the Principal's.
 - Work to insure that the Principal has better asset visibility. In NADEP JAX's case, they are striving to produce monthly production reports while waiting for IMACS to become operational.
 - Don't act as an adversary or sole source. It is possible to have unresolved issues without being adversarial. Try to please the customer and deliver whatever is requested.

- Meet schedules and turn around times. Negotiate realistic schedules. Include customer liaisons in meetings.
- It was noted that the Air Force Express System is problematic for interservice depots, because repairables generate without being forecasted.

Question: What can a Principal do to assure better DMISA support?

- Answers:
- Do a better job of forecasting. Provide funding with the repairables.
 - Adhere to the forecasts. Send funding in early.
 - At the beginning of the fiscal year, if funds have not been appropriated, the Principal can use continuing resolution authority to fund up to 1/12 of the annual requirement.
 - Principals should try to provide assets and funding when projected; but depots need to be flexible.

Question: Describe the characteristics of a good DMISA.

- Answers:
- You have a good DMISA when the various team members (e.g., item manager, production management, equipment specialist) stay involved and have access to IMACS at their own work stations.
 - Process financial documents in a timely manner.
 - Provide assets in accordance with the schedule
 - Hold periodic reviews.
 - The Principal and Agent must be partners, not adversaries.
 - A well-defined statement of work is a must, as are complete DMISA exhibits.

3. During the discussion of the second question, the group digressed to discuss long lead items. There was a consensus that the depot cannot buy them without funding. It was pointed out that use of SPRs might help mitigate this problem. Bill Jimenez suggested that a clause be inserted into all DMISAs providing for the Principal to fund depots in advance for an entire year using Exhibit 15A. He agreed to submit a formal action item on this. Also during this discussion, the DLA representative, Bob Tomasik, stated that the DLA Supply Center should be the signatory to the DMISA. He took an action to look into this.